

INSIDE

Spirits



Summer 2006, Volume 9, Number 2

Balancing effective public safety, excellent customer service and a reliable source of revenue.

Governor Kaine Visits Central Office



Beth Straeten/Public Affairs

Governor Kaine talks with Chair Esther Vassar (left) during the tour of the warehouse. Board Members Susan Swecker, (back left) Pam Evans (opposite) and Assistant Director of Wholesale/Retail Gordon Millikan (far right) are also pictured. At far left is First Sergeant of the Virginia State Police Executive Protective Unit, Ron Watkins.

Governor Kaine visited the Central Office on July 21, 2006 to tour the agency's new state-of-the-art automated warehouse and attend an agency briefing presented by Board Members and directors. Leading the tour, Director of Wholesale/Retail Virginia Adams and Assistant Director of Wholesale/Retail Gordon Millikan explained the intricate details involved with the new system. As Governor Kaine was leaving, he greeted some of the Central Office employees in the lobby.



Beth Straeten/Public Affairs

In the Central Office lobby, Meg Goodloe (right) and Mary McDermott of the Enforcement Division share their job responsibilities with Governor Kaine.



Beth Straeten/Public Affairs

Governor Kaine speaks with warehouse employee Mike Jones.

Arlington Manager Develops Career at ABC



Manager Amanuel "E-man" Mehari takes an order over the phone from a licensee customer.

Managing one of the most profitable Northern Virginia ABC stores, Amanuel Mehari knows something about hard work. Born in Eritrea, an independent state in Africa, Amanuel Mehari immigrated to the United States in the 80s.

Mehari was determined to transform

his life through education. As a student attending a private school in Eritrea, Mehari was required to take classes in English. "If you did not speak English, you would not graduate," noted Mehari. This requirement afforded Mehari several opportunities in America, most notably with ABC.

After living in New Jersey for a few months, Mehari decided to visit his sister in Virginia. One visit to the "Old Dominion" and Mehari was convinced to relocate. After earning an associate degree in computer information systems in 1992, Mehari applied for a job with ABC at store 119 in Alexandria. He was hired as a P-14 associate.

For Mehari, receiving encouragement from Regional Manager Norman Lodato

after making a mistake on his first day is the reason he has furthered his career with ABC. "I remember Norman saying, 'you can make a career here,'" commented Mehari. While making a sale to a customer, Mehari charged the patron for a half of the pint of liquor as opposed to its true liter size. Determined, Mehari took a merchandise price list home and memorized the item code number of every bottle in store 119. Today, technology has made it easier for Mehari to check the accuracy of code numbers on a computer.

Earning over \$9.9 million in gross sales last year, Mehari manages what is sometimes referred to as the "million-dollar baby", but more commonly known as Store 358 in Arlington. Regional Manager Norman Lodato commented, "At store 358

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Chair View



Esther H. Vassar

ABC has seven decades of experience in regulating the distribution of alcohol, beer and wine. Our responsibilities involve achieving a balance in our activities and roles in the areas of control, service and revenue within the agency. As we approach the next milestone in this administration, the Board has developed a fresh focus that will be implemented to advance the departmental mission throughout the next four years. As chair, I would like to take the opportunity to explain the Boards' delineation of duties.

Bringing different specialties to ABC, the Board members have focused on using these past professional experiences to assist you in making ABC even

more successful.

While we will continue to function as a team, each Board member will concentrate her efforts on different divisions within the agency. With Commissioner Susan Swecker's background in government relations and management, she will be responsible for the legislative/regulatory oversight, growth and revenue and ABC store operations. Additionally, she will work with directors to ensure that ABC continues its progress of running a state of the art automated warehouse and retail outfit.

Commissioner Pam Evans' previous positions with the Commonwealth Attorney's Office and the Richmond Police Department will bring to Enforcement and administration a distinct array of expertise in policy and protocol. Working with other agency directors, she will assist the Enforcement Division in attaining full accreditation by the Commission on Accreditation for Law Enforcement Agencies (CALEA) and will see that partnerships with store personnel and on-site agents are strengthened.

Lastly, I will continue to place a heavy

emphasis on alcohol education, responsible alcohol consumption education, and prevention of underage consumption. I too will work with our agency directors to strengthen partnerships with stakeholders and to reduce underage drinking by introducing a new approach to training and outreach programs. I will remain committed to increasing the licensees' social and moral involvement with and within their respective communities. I will continue to partner with community groups to produce and distribute messages that reinforce the department's commitment to educating young people and adults about the dangers of underage consumption. And finally, I will work with the ABC directors to produce an updated video describing the agency and its roles and responsibilities.

Collectively, the Board's focus will bring numerous benefits for all ABC employees and the citizens of the Commonwealth of Virginia. As we begin this new chapter in the history of ABC, I look forward to building upon our past successes...more to come in future sections.

By: Dorothy Hollahan

Strategic Spotlight: Plan 2006-2010 Takes Shape

In the spring of 2005, the Department of Planning & Budget developed a new standardized format for all state agency strategic plans. The intent of the new format is to consolidate agency strategy, technology and workforce plans and link these to the state budget process in addition to requiring clear performance measures and performance targets for all goals and objectives. The agency 2006-2008

strategic plan is now available as a link on the ABC homepage.

So what's new?

The Leadership Forum is working to expand the horizon of this two-year plan to develop a five-year strategic direction for the agency. Meetings in June, July and August have been set to address a wide range of issues facing the agency in the next five years including administrative

mandates, customer and stakeholder surveys and operational data. Like a large funnel, all of these ideas will be sifted to key operational and strategic issues, prioritized and then planning will begin for implementation. Some results should be available in October and communicated through the Web site and ABC Bulletins. Stay tuned!

ABC Store Manager continued from page 1

you have to be a diplomat by satisfying the licensee customer, handling stress while providing excellent customer service; Amanuel does all of this!" Servicing over 450 licensee customers, Mehari and the store associates load more than

200 cases of liquor a day. "I am happy to work for the people of Virginia and the state," Mehari said.

An athlete, Mehari runs five miles daily and enjoys watching DC United soccer games. Mehari and his wife have

three children, all under the age of 10. "Family is most important to me," he said. This summer Mehari and his family will travel to Eritrea to enjoy the balmy weather and visit with relatives.

Elaine Dillon Travels Down ABC Memory Lane

By Kristy Smith



Elaine Dillon

When Elaine Dillon came to work at ABC in 1975, the agency was a different place than it is today.

"I started as a clerk typist in Enforcement and we used those old IBM Mag-Card Machines," said Dillon. "At that time we only had two secretaries and a mountain-load of work and those machines were not like computers today."

In her 31-year stay at ABC, Dillon has worked in two divisions. Most of her career at ABC has been in her current position with Information Technology Services Division (ITSD) as administrative assistant. After being a stay-at-home-mom for 10 years, she started her first position with ABC as a clerk typist in Enforcement on January 6, 1975. Then, two years later Dillon became a clerk stenographer until 1979 when she moved to Data Processing (DP), now called ITSD.

Dillon came to ABC when the Central

Office was being built. "My office was at the bottom of the ramp going down the mezzanine," said Dillon. "All day long, I could see the construction that was going on."

When asked what she remembers most about the earlier days at ABC, she responded, "I have 31 years worth of memories."

Dillon has seen it all here at ABC and has witnessed many changes such as the merge between the Inspection and Enforcement Divisions, the introduction of computers at ABC, the firing of an entire audit section in one day, the name change of the division from Data Processing to Information Technology Services and the installation of carpet in the offices. Even more surprisingly, Dillon remembers back when ABC had its own personal cafeteria. "We could get a cooked meal for breakfast and lunch at a reasonable price," remembers Dillon. "We were very upset when they closed that down. Now we have a small eating area with machines, but that's progress!"

How would you like to be able to go and lay down in the nurse's office if you weren't feeling well? Well, once upon a time at ABC, there was such a thing. "You could get something for a headache, or just lay down if you weren't feeling well," commented Dillon. With the possibilities of accidents in the warehouse and heart attacks that could happen at any workplace, it was considered that a nurse was

needed here. However, a new Board member at that time thought that a full-time nurse was unnecessary and the position was eventually removed.

Working in the ITSD, technology is special to Dillon. She has seen just as many technological advances at ABC as she has seen other changes. "I experienced when we changed from mainframe to our own in-house network here at ABC," said Dillon. "That was a pretty impressive change." Although she has fond memories of the old "DP" team, Dillon believes that IT at ABC is much better today. "We are a bigger team, involved in a lot more areas and have accomplished great things for ABC," expressed Dillon.

Outside of ABC, for four years, Dillon enjoyed being a scorer for NASCAR races. "I had so much fun scoring cars and meeting race drivers like Dale Earnhardt, Bobby Allison, Harry Gant and Bill Elliott," said Dillon. Although technology has provided opportunities for Dillon here at ABC, it replaced her job as a scorer with NASCAR. "Technology stepped in and cars started being scored by electronic timers," said Dillon. "I'm just glad I was there during the earlier times and I have so many wonderful pictures and memories to take with me," expressed Dillon. She has fond memories of earlier times with NASCAR and will have fond memories of ABC when she retires in two years.



Becky Gettings/Public Affairs

Education Coordinator Steve Hammond gives a commencement speech to Open High School seniors in Richmond. Hammond discusses how achieving success is not measured by material wealth, but through the process of learning.



ABC special agents of Alexandria gear up for their leg of the Torch Run on June 8. Collectively running between eight to ten miles on the George Washington Parkway, each agent's leg was equivalent to nine-tenths of a mile. Kneeling (left to right) are: Kevin Smith, Kate Matikonis and Scott Kehoe. Standing (left to right) are: Pat Macmac, Katie Kelly, Phil Disharoon, Rob Matikonis and Derrick Kekic.

Speaking with SACS about the Past, Present and Future of the Enforcement Division



Beth Straeten/Public Affairs

Taking a quick break from the retreat in Richmond, Regional SACs gather outside the Central Office. Pictured on the front row (left to right) are: Leon Coleman, Alice Peverall, Dave Altman, Jim Pinette, Robert Brooks and Buddy Driskill; back row (left to right) are: John Alexander, Roger Stevens, Phil Disharoon and Joe Cannon.

ABC's focus on public safety is evident through the vision and experience displayed by the Bureau of Law Enforcement's ten special agents in charge (SACs). As leaders of the eight statewide regions and statewide compliance and administrative services, Alice Peverall of Region 1, Buddy Driskill of Region 2, Roger Stevens of Region 3, Phil Disharoon of Region 4, John Alexander of Region 5, Jim Pinette of Region 6, Bob Brooks of Region 7, Leon Coleman of Region 8, Dave Altman of Administrative Services and Joe Cannon of Compliance, Education and Training collectively boast 250 years of experience with the Bureau.

The *Inside Spirits* speaks with the current SACs to talk about the past, present and future advice for special agents and the agency.

Inside Spirits: How long have you been with ABC? How many years have you served as a SAC?

Alice Peverall (Region 1): I have been with ABC for 24 years and 11 months. In 1990, I was promoted to SAC in Lynchburg and in 1991 I transferred to a SAC position over Region 1.

Buddy Driskill (Region 2): I have been a SAC for three years and employed by the agency for 27 years.

Roger Stevens (Region 3): I have worked for ABC for 22 years and have been a SAC for 2.

Phil Disharoon (Region 4): I have been with ABC for 29.5 years and served as a SAC for 2.

John Alexander (Region 5): I have worked for ABC for 29 years and have been a SAC for 7.

Jim Pinette (Region 6): I have been a SAC for 3 years and served ABC for 25 years.

Bob Brooks (Region 7): I have been with the agency for 26 years and have been a SAC for 12.

Leon Coleman (Region 8): I have served for the agency for 28 years and as a SAC for 23.

Dave Altman (Administrative Services): I have been with ABC for 32 years and have served 14 years as a SAC.

Joe Cannon (Compliance, Education and Training): I have served as a SAC for one and half years and have been with ABC for 6.5 years.

Inside Spirits: Can you recount a comical instance or poignant moment that demonstrates the agency's transformation throughout your tenure?

Buddy Driskill (Region 2): When I was hired as an agent in 1978, I was given a badge, handcuffs, a six-shot revolver and a car with no radio. I have been able to see the Enforcement Division grow into a highly professional, cutting-edge, second to none law enforcement agency, of which I am very proud.

Roger Stevens (Region 3): When I started in 1984 anytime I made a long distance call I had to use a state issued credit card, fill out a form and send it into the Central Office in Richmond. Today, technology has solved that problem through the issuance of the blackberry.

John Alexander (Region 5): When ABC switched from typewriters to computers in the 90's I had a hard time giving up my typewriter. It sat on my desk for six months until I got used to the new computers.

Bob Brooks (Region 7): All reports used to be typed on a manual typewriter with carbon paper. Besides having to share typewriters, it was always a challenge to not put the carbon paper in backwards.

Leon Coleman (Region 8): The authorization of the ABC Board to access Virginia State Taxation information and the creation of the Financial Investigation Division that is responsible for collecting all Mixed Beverages Annual Reviews

Speaking with SACS

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(MBAR) statewide. This newly formed division assumed an investigative duty initially performed by the individual regions and expanded duties to include assigning all financial investigations involving multi-jurisdiction, federal/state investigations.

Joe Cannon (Compliance, Education and Training): My team was serving a search warrant to a licensee and I was responsible for knocking the door open. As it turned out, I knocked the entire frame and door down and was joked by the agents in the Chesapeake Regional Office forever. I was even given a nickname that I don't care to share at this time.

Inside Spirits: What is one piece of advice you would give to new agents?

Alice Peverall (Region 1): Don't take the authority you hold for granted. Agents not only have the authority to make arrests when appropriate, but also have the ability to affect a person's livelihood.

Buddy Driskill (Region 2): Persevere!

Roger Stevens (Region 3): Always portray a positive image for you are the representing body for the agency.

Phil Disharoon (Region 4): Establish your priorities and recognize their importance. Always remain fair and consistent throughout your job duty and hard work and dedication can pay off, both in gratification of a job well done and potential for promotional opportunities.

John Alexander (Region 5): Work with the system and don't get frustrated. You will not always get the results that you wanted but remember to stay focused on the prevention goal.

Jim Pinette (Region 6): Stay focused and do not buy into the negativity of others. Set your own standards of expectation for job achievement.

Bob Brooks (Region 7): Stay alert and

always practice officer safety. The streets are more dangerous today than when I was starting out.

Leon Coleman (Region 8): Be open to developing both law enforcement and public relations skills. The uniqueness of this job requires that a new agent quickly grasp a great deal of corporate, administrative and law enforcement information necessary for effectively enforcing the ABC code in a manner that is both efficiently and professionally addressed to the public.

Dave Altman (Administrative Services): Don't be satisfied by the status quo. Dig deep. Seek out the truth and be fair.

Joe Cannon (Compliance, Education and Training): Learn as much as you can about the job before working undercover assignments. Don't feel pressured because of your race or gender. Do it only after you feel comfortable with the situation and say "No" if you are not.

ABC Saves Lives Through Annual Blood Drive

By: David Taylor



David Taylor/Public Affairs

ABC employees donate blood at the onsite clinic.

Meg Goodloe of the ABC Bureau of Law Enforcement and agency sponsor of the Virginia Blood Services (VBS) planned a successful blood drive on June 20th that collected more than 15 good units of blood. The event was held in the portable clinic supplied by the VBS and 19

employees donated blood at the event.

The VBS mission is to inspire communities to provide a safe and reliable blood supply for the patients they serve. "This project is so important because of the lives we help save each year," said Goodloe, who has been heading up the project at ABC for over 10 years. "One reason it is so important this year is because of the increase in the number of liver transplants and the decrease in O positive blood."

The VBS supplies blood units to all hospitals, numerous dialysis centers and home health agencies throughout the state including: Richmond, Charlottesville, Farmville, Emporia, Franklin, Petersburg, Hopewell, South Hill,

Harrisonburg and the Staunton/Waynesboro areas.

Known as the largest volunteer effort in central Virginia, the organization provides blood for nearly two thirds of the patients receiving organ transplants in Virginia. "ABC employees have added to the volunteer percentages by being supportive," said Goodloe.

In the following years ABC hopes to give more blood to add to the success and aid they have already given. There is still a need for blood donations and volunteers in Virginia. For future blood drive events, visit the VBS Web site at www.vablood.org, or contact Meg Goodloe to discover ways to give blood donations.

ABC Employees Share Stories and Safety Tips About Their Boating Activities

By David Taylor

The United States Coast Guard states, "Each year hundreds of lives are lost, thousands are injured and millions of dollars of property damage occurs because of preventable recreational boating accidents on U.S. waterways." As a boat operator, it is important to have fun, but to also be safe when participating in boating activities. Knowing the rules and regulations set by the United States Coast Guard and practicing proper boat safety will allow for an enjoyable experience in the water this summer.

Senior IT Auditor Matt Ritter has been kayaking for one and one-half years and says, "there is nothing like the thrill of conquering a wave." On one of his many kayaking trips, Ritter faced the Lower Youghiogheny River in Ohio, PA, where he managed to flip at the beginning of rapid Dartmouth on some squirrely water. "I successfully executed a combat roll on my first try leaving my boat upright, yet facing the wrong direction," said Ritter. "I found myself going over a rock into a hole backwards and I ended up side surfing to safety." When Ritter successfully left the hole, his kayak was still facing the wrong direction. While trying to turn his kayak downstream in a wave train, he managed to flip again. After three unsuccessful roll attempts, he had no choice but to leave his kayak and swim to safety. "I felt like a pinball, pushing off rocks in my defensive swim position," said Ritter. When he finally got on the rocks he had to watch as his boat navigated the rapids without him.



Matt Ritter of Internal Audit has a White Water Kayak Wave Sport Super EZ.

-Safety Tip: "It is important to have the right equipment when kayaking, such as a helmet, lifejacket, airbag and a throw rope."

Special Agent Lisa Wright likes to take her Bennington Pontoon boat out on day trips when she is not working at ABC. She has one exceptional memory that demonstrates the importance of practicing safety techniques when securing boats. During the end of one of Wright's voyages, she

was returning to the marina to secure her boat with five of her friends. While securing the boat to the pilings, one of Wright's friends, Tom, stood on the stern and lost his balance and plunged overboard into two feet of water. "Chaos ensued, with us scrambling to save old Tom," said Wright. "When we rushed over to see him it was as if we were greeted by the monster from the black Lagoon." Tom was covered from head to foot with black silty mud. Tom's wife, Shirley, was helping her husband climb back into the boat when the two butted heads leaving her with a black eye. Tom summed up the dirty incident by saying, "it's five o'clock somewhere."



Special Agent Lisa Wright has a Bennington Pontoon Boat.

-Safety Tip: "Always account for hands and feet when coming into the dock and pilings. They are easily hurt while trying to fend off contact."

Trainer Development Coordinator Senior John Carvalho has owned a powerboat for four years and annually enrolls in Richmond's Powerboat Poker Run in July that consists of 70 to 100 powerboats. The event starts in Hopewell and ends in Hampton. Throughout the course, participants are given five cards that are played as a poker hand for prizes that are at the last stop in Hampton. "The last stop at the docks is where the cards are assessed and prizes awarded," said Carvalho. "One of the things I like about the event is that a

huge portion of the proceeds go to the Massey Cancer Center." Last year, approximately seven thousand dollars was donated to the cause.



John Carvalho of Human Resources has a Velocity powerboat.

-Safety Tip: "It is important to be certified by the Coast Guard each year, as well as, take a boater's safety course."

Security Officer Robert Shires has had his Triton TR186 Boat for two years and uses it primarily for bass fishing. Shires is a member of the Old Dominion Bass Masters and the Bass Club. He participates in Fish Club tournaments once a month from March through October. In one of the tournaments, a main power fuse in the motor went out. "I had to fish the entire time using my trolling motor as my only power source," said Shires. "Although it took a lot longer, I still finished sixth overall in the tournament."



Robert Shires of Enforcement has a Triton TR 186 boat.

-Safety Tip: "Always wear a life jacket when operating a boat. It is also important to always use extreme caution when out on the water."

Assistant Director Supports Stepdaughter in Miss Virginia Pageant

By David Taylor

Assistant Director of Wholesale/Retail Operations Wilson Jones is proud of the work he does for ABC; however, his work is not the only thing that brings him joy. Jones' stepdaughter, Lauren Collier, is this year's first runner up in the Miss Virginia Pageant that was held on June 24.

"I have a lot to be proud of," said Jones. "Lauren and her twin sister Lindsey have been a very important part of my life for twenty years. There has not been much that they have attempted during this time that they have not accomplished, and this is one of hundreds of times that they have made me very proud."

Lauren Collier began competing in pageants while she was a sophomore at Virginia Commonwealth University (VCU). "It all began when I was looking up scholarship options on the Internet," said Collier. "I found out that the Miss America Pageant gives over \$45 million

in scholarships a year." Throughout the four years that Collier has been doing pageants, she has won over \$18,000 in scholarship money.

Since Lauren's participation in the Miss America Pageant Organization, Wilson Jones has been by her side giving support. "He is a great motivator," said Collier. "He is my mock audience when I sing, he grills me on current events and motivates me to keep going when I am burned out from my workouts. He has definitely been a factor to my success in these competitions." Collier has received many titles, one of which was Miss Greater Richmond.

Collier graduated from VCU this past May, and she plans to compete in only one more pageant before she pursues a career in business. "It has been a great experience," said Collier. "I couldn't have done it without the support of my family. They motivated me and kept me going."



Lauren Collier competes in her evening gown at the 2006 Miss Virginia Pageant in Roanoke, Virginia.

Special Agent Receives Military Promotion



Special Agent Brad Bellows

Special Agent Brad Bellows was promoted the rank of chief petty officer, also known as an E-7, in the Naval Reserves. Bellows, who has been working as an ABC special agent for the Enforcement Bureau for eight years, also works for the Naval Special Warfare Group II at the Naval Amphibious Base in Little Creek as an intelligence specialist.

Bellows has been serving in the navy for 18 years and was an E-6 for the past three years. His work experience has made him eligible to take a promotion test to receive the distinction of chief petty officer. "It's much more than just taking the test," said Bellows. "The promotions are given only once a year and you must have completed the Chief Petty Officer Leadership course as well as be recommended by your command to even take the exam."

Bellows takes pride in his work and success in the navy but says, "it is my wife and three kids who have made the biggest sacrifice." Bellows' family has stood by him for two deployments when he was on active duty in submarines, as well as last year when he was mobilized to Afghanistan. "My family's support was

the best a father and husband could ask for.

Being in the Navy has given Bellows the insight to realize that things are never as bad as they seem. "What I saw and was a part of while in Afghanistan makes all the things I deal with here, back at home, seem simple," said Bellows. "Life was extremely harsh over there and made me appreciate what I have; down to simple things like socks and tooth paste."

At press time, ABC was informed that Bellows was accepted into the Federal Bureau of Investigation (FBI) Academy as a special agent.

Seven Years Later, Devastation Offers Lessons for Future

It is not uncommon that the current hurricane season has escalated awareness statewide as many remember the devastation wreaked on the Gulf Coast by Katrina last year. According to the National Hurricane Center, there are eight to ten hurricanes predicted for the 2006 season and four to six will be classified as major Category 3, 4 or 5 storms. As the 2006 hurricane season advances into the mid-summer months, ABC Store Manager Rubin Story reflects upon his experience with Hurricane Floyd in 1999.

Over seven years ago, Hurricane Floyd, a large Category 4 storm, attacked Virginia. The city of Franklin, one of the hardest hit counties, experienced a record flood with 206 businesses impacted, including ABC store 216. The Blackwater River flowed into low-lying areas of the downtown district creating spillage on the rooftops of homes and businesses.

Escaping a majority of the devastation from Hurricane Floyd, Rubin Story and store associates from 216 collaborated

to quickly clean wreckage. "The stock room had approximately one inch of mud covering the ground and the stored wet cases had to be emptied and repackaged," commented Story.

After using a wet vac to absorb the water on the floor, the store associates were able to open store 216 at 10:30 a.m., only a half-hour late. The complete clean-up job took four days, but the store continued to serve customers. While the biggest inconvenience was the loss of phone service for several weeks, Story was able to communicate to his regional manager through store 298 in Suffolk.

ABC also has a team that is responsible for updating the agency's business continuity plan and adapting emergency dissemination strategies during a crisis. The Emergency Management Leadership is composed of the chief financial officer, chief operating officer and the directors from Property Management, Wholesale/Retail and Enforcement divisions. In the advent of a hurricane, the

team will meet to form a proactive strategy for the situation, said team member Internal Audit Director John Wszelaki. Wszelaki also noted that once a strategy is promulgated, regional managers and special agents in charge are notified to give instructions to store associates and special agents.

Since 1999, store 216 in Franklin has undergone several changes. As a result of the damage incurred by the storm, the store was placed as a high priority to be remodeled. Hard floors have replaced carpets, attractive décor and shelves adorn the walls and there are new center displays standing strong. Story began working at store 216 as a part-time clerk and has literally weathered his way to the top. In addition to managing store 216 in Franklin, he also serves as the manager of stores 325 in Courtland and 53 in Windsor.

The Enforcers Begin the Season with a 5-1 Record

The ABC Enforcers have started the season strong with a 5-1 record, losing their only game on July 10 to the Virginia Joint Legislative Audit and Review Commission (JLARC) Watchdogs in a devastating 15-1 loss.

Beginning their season in late June, the Enforcers secured a 17-2 win against the Virginia Department of Planning and Budget (DPB) Amalgamation, Robert Walton of Property Management scored two runs, Mark Elliot of the Wholesale/Retail Division hit a triple and scored three runs and Melody Wells of the Information Technology Service Division (ITSD).

Victory still tasted sweet during the Enforcers' second game against the Virginia Museum of Fine Art (VMFA) Artful Dodgers. With three hits and scoring three runs, Robert Walton was

ABC's leading scorer. JC Alley of the Enforcement Division hit a double and scored two runs and Mark Elliot hit a triple setting the offense on the right track. With good defense in the outfield from both Steve Hammond of the Education Section and David Walker of the Wholesale/Retail Division it was impossible for the Artful Dodgers to make a comeback.

Suffering the season's first 15 -1 loss against the JLRAC Watchdogs, the Enforcers rallied together to win a double header. Scoring two runs in the first game against the joint agency team consisting of Virginia Economic Development Partnership (VEDP) and Virginia Tourism Corporation (VTC) Hit Squad, Mark Elliot was the lead contributor for the Enforcers 11-10 win. Robert Walton, Bernie Bottoms and

Robin Fox of the Wholesale/Retail Division and Tina Robinson of Hearings and Appeals also assisted

J.C. Alley's grand slam in the third inning lifted the ABC Enforcers to an 11-6 victory over the Governor of Virginia (GOV) Kainiacs in the second game of the double header. Steve Hammond also hit a home run.

In an outstanding game on Monday, July 24, the ABC Enforcers crushed the JLRAC Watchdogs in a 7-3 win.

ABC's twelfth man is vital to the success of the Enforcers. "The ABC team greatly appreciates the loyal and vocal fan support that the other league teams have commented on," said head coach Robert Shires of the Enforcement Division. "It gets the team fired up and ready to play hard."

Deputy Director Graduates from the FBI National Academy



Shawn Walker

ABC Bureau of Law Enforcement Deputy Director Shawn Walker graduated from the 224th session of the FBI National Academy in March at Quantico, Virginia. Offered by the FBI as a separate leadership program for experienced law enforcement individuals, enrollment into the Academy is by invitation only. Following fellow grad-

uates like Special Agent Richard Rinker and Director of Enforcement Frank Monahan, Walker's completion of the rigorous 10-week program brings the total number of graduates to three from ABC.

Requirements to join the elite group of men and women graduates from the National Academy are difficult. The FBI National Academy is a professional course of study for U.S. and international law enforcement leaders who have proven records as professionals within their agencies. On average, these officers have 19 years of law enforcement experience. Applicants must be nominated by a former graduate, have over five years of experience in law enforcement, and pass an extensive background check.

Nominated by former Director of Enforcement Chris Curtis, Walker studied counterterrorism, law enforcement leadership, investigative interviewing, constitu-

tional law and physical training.

Similar to a freshman entering a four-year college or university, National Academy participants reside in dormitory style housing and are divided into five sections of 50. One of Walker's most memorable experiences was the time spent with his fellow classmates in his section. "The undying support of the men and women in my section to help one another is something I will always value," noted Walker. "They would pick you up and carry you if they had to," added Walker.

Walker highly recommends the program for other ABC special agents who meet the criteria. With cutting-edge classes and the ability to network and learn with prestigious law enforcement individuals from around the world, the environment at the FBI National Academy allots for self-reflection and enhancement said Walker.

Did you know that...

On April 3, 1934, the ABC Board issued its first license to the Pullman Company for the sale of wine and beer on six of its dining cars.

By May 14, 1934, the first four ABC stores opened for business in Richmond.

By August 1934, the Department had opened 50 ABC stores around the state and had licensed more than 5,000 establishments for the sale of wine and beer.

In the period from October 1934 to June 1935, the ABC Bureau of Law Enforcement seized 44,738 gallons of bootleg whiskey. In 1936, the General Assembly granted full police powers to the Department's agents.

Also legislated in 1936, the Board was authorized to grant multiple-privilege licenses, such as on- and off-premise, and the process of conducting public hearings was extended to cover controversies arising from license applications.

ABC originally occupied several floors in the Central National Bank building at 219 E. Broad Street in Richmond. In 1944, the agency moved to new quarters at Fourth and Grace Streets. The current Central Office building, located at 2901 Hermitage Road, was dedicated on June 9, 1976.

Names In The News

Effective February 28, 2006 — May 31, 2006

This list has been compiled by Kathy Lawhorne of Human Resources.

New Employees

Anderson, Shawn

Retail Specialist II
Store 266, Lynchburg

Bandivadekar, Manoj M.

Retail Specialist II
Store 268, Springfield

Boyer, Courtenay

Retail Manager I
Store 122, Staunton

Brown, Judith L.

Retail Specialist II
Store 249, Norfolk

Burke, Kevin

Retail Specialist II
Store 200, Stafford

Burke, Sara S.

Retail Specialist II
Store 252, Richmond

Chopra, Anil K.

Retail Specialist II
Store 084, Greenbriar

Craig, Rachel E.

Administrative Office Specialist III
Enforcement/Roanoke

Davis, Tracey W.

Retail Specialist II
Store 185, Charlottesville

Derricott, Earl V.

Trades Technician III
Property Management Services

Dershem, Mark

Store & Warehouse Specialist III
Wholesale/Retail
Operations/Warehouse

Dosaj, Arun

Retail Specialist II
Store 234, Burke

Dutta, Ashwani K.

Retail Specialist II
Store 369, Falls Church

Evans, Pamela O.

ABC Board Member
Board Administration

Flowers, Dorothy S.

Retail Specialist II
Store 200, Stafford

Hollenbach, Tracy A.

Retail Specialist II
Store 370, Virginia Beach

Hubble, Arlene C.

Retail Specialist II
Store 245, Fredericksburg

Isenhour, Barry F.

Retail Specialist II
Store 125, Charlottesville

Kennedy, Sandra K.

Retail Specialist II
Store 247, Glen Allen

Ketron, Judy K.

Administrative Office Specialist III
Payroll/Accounting

Lemon, Edward

Store & Warehouse Specialist III
Wholesale/Retail
Operations/Warehouse

Mana, Samuel R.

Retail Specialist II
Store 109, Rosslyn

Mason, Carol E.

Retail Specialist II
Store 253, Charlottesville

McKee, Michael T.

Law Enforcement Manager I
Enforcement/Richmond

Meadows, David L.

Trades Technician III
Property Management Services

Miller, Anna M.

Retail Specialist II
Store 230, Tazewell

Negi, Surender S.

Retail Specialist II
Store 090, Fair Lakes

Ribbon, Ricardo

Auditor II
Internal Audit

Rosario, Ronald

Retail Manager II
Store 125, Charlottesville

Ross, Johnny L.

Retail Specialist II
Store 252, Richmond

Smith, Kristy L.

Public Relations & Marketing
Specialist III
Public Affairs

Smith, Rebecca

Retail Specialist II
Store 335, Williamsburg

Snyder, Jeffrey J.

Retail Specialist II
Store 307, Virginia Beach

Solomon, Marie D.

Retail Specialist II
Store 291, Martinsville

Threatts, Jamon A.

Store & Warehouse Specialist III
Wholesale/Retail
Operations/Warehouse

Uthoff, John G.

Retail Specialist II
Store 241, Fairfax

West, Darcy L.

Retail Specialist II
Store 097, Richmond

Names In The News Continued

Promotions

Jenkins, David L

Store & Warehouse Specialist III
Wholesale/Retail
Operations/Warehouse

McCargo, Retha S.

Store & Warehouse Specialist III
Wholesale/Retail
Operations/Warehouse

Tubb, Michael S.

Retail Manager II
Store 348, Richmond

Retirements

Barry, Warren E.

ABC Board Member,
Board Administration
Retired 3/1/06, 32 yrs. of service

Bass, Elvira E.

Law Enforcement Officer III
Enforcement, Alexandria
Retired 4/1/06, 21 yrs. of service

Hall, Ricky W.

Retail Manager I
Store 153 Wytheville
Retired 4/1/06, 27 yrs. of service

Berrysville Store Manager Retires after Forty-Six years at ABC



Bill Pifer

After forty-six years of service with ABC, Bill Pifer, Berrysville store manager, bid his state government service adieu on May 5. At age 23, Pifer began his career with the agency after being offered a job as a porter with the Berrysville location. After 13 months, he was promoted to a clerk, then to an assistant sales manager and finally to manager in 1989. In 1991, Pifer retired with ABC during the first buyout the Commonwealth offered and returned the next day as a P-14 manager. Pifer will miss his coworkers and plans to catch up on his reading during retirement.

Pat Lewis Makes a Difference in Hearings and Appeals

By David Taylor



Pat Lewis

Pat Lewis has been a part-time (P-14) employee for approximately 15 years and has been working in the Hearings and Appeals Division as an office assistant for the last six years. In the 15 years with ABC, she has been dedicated to helping and assisting others where it is needed.

Lewis is currently in charge of handling the Freedom of Information Act (FOIA) requests for Hearings and Appeals. She also makes sure that all fines and suspensions are cleared in a

timely manner once the Board Order has been served. "I try to give good customer service to the public and all ABC employees I work with," said Lewis. "I think what I like most about Hearings and Appeals is working directly with the agents and attorneys."

Lewis is one of the many P-14 employees at ABC and over the years, has seen positive effects. "Part-time employees can be of valuable service to the state," said Lewis. "I strive to give extra help to anyone in my division who needs it. That's why it is important to have P-14s, because we are able to keep things moving when others are overloaded." Robert O'Neal, director of the Hearings and Appeals Division remarked, "Lewis is a key member of the division, her hard work and willingness to help others is greatly appre-

ciated by her co-workers."

In her free time, Lewis also enjoys her personal life and time spent at home. Lewis lives at home with five dogs and six feral cats. Her love for animals has inspired her to train and show German Shepherd dogs and Mini Doxies. Lewis is also fond of oil painting and hopes to develop her talent after she retires. "I love my dogs and paintings," said Lewis. "However, my favorite activity is simply playing and visiting with my one-year-old grandson." Since Lewis's family resides in Hampton, she does not get to see them as much as she would like; however, she truly cherishes her family visits. After fifteen years as a part-time employee with ABC, Pat Lewis' biggest fulfillment still comes from serving the public and lending a helping hand.

TECHNOLOGY TIP



The technology tip is provided by Senior Training and Development Coordinator J.R. Noble

Learn to Choose a Computer Password

With the ever-present threat of computer hackers out to steal your personal information, it has become more important than ever to choose computer passwords that are hard to crack. Since hackers are currently using software that can search up to 100 password combinations per second, you may want to reconsider how you choose your personal password.

What to Use:

- A password that combines both upper and lower case letters with numbers or punctuation.
- A password that is easy to remember which will eliminate the possibility of having to write it down.

What Not to Use:

- A personal login name in any form.
- A word contained in English or foreign language dictionaries, spelling lists or other lists of words.
- A name in any form.
- Information that is easily obtained about yourself. This includes: license plate numbers, telephone numbers, social security numbers, the brand of your automobile or the name of the street you live on.
- A password consisting of all digits, or of all the same letter. This significantly decreases the search time for a hacker.
- A password shorter than six characters.

Following all the rules above basically means coming up with a nonsense word like fiZbot3. If you can't come up with a nonsense word that you can remember, try a mnemonic. What's that you ask? Mnemonics uses letters to represent a saying or phrase. An example would be Pnang4p, which stands for pet names are not good for passwords.

Remember, an ideal password is nearly impossible to guess, easy to remember and complex enough so that an automated password cracking program will not reveal the secret.

ABC Agents Bike for Blue



Special Agent Tom Pond adjusts his brakes while preparing for the Bike for Blue race. Special Agent Dan Durette and Director Frank Monahan also participated.

ABC agents kicked off National Police Week with the Bike for Blue tour on May 13. Arriving at the Central Office at 5:30 a.m., ABC Special Agents Dan Durette, Tom Pond and Director of Enforcement Frank Monahan caravanned from ABC to the Virginia State Capitol where they parked their vehicle, unloaded their bicycles and mentally prepared for the race. A 117-mile tour, participants bike to recognize officers who have died in the line of duty. Special Agent Pond successfully completed the entire route.

Employees in Action



The acting assistant manager of store 318 in Woodstock, Nina Shape (right) and P-14 co-worker Jim Lincoln (left) celebrate the Independence holiday week by dressing in patriotic wear. Lincoln's granddaughter, Lexi Helsley, demonstrates her flexibility in a spur of the moment embrace during the picture shoot.



Melissa New (left) and Pam Henley of Hearings and Appeals serve a cool snack at the Employee Association ice-cream social.

Inside Spirits is published quarterly for the employees of the Virginia Department of Alcoholic Beverage Control. If you have a story idea for *Inside Spirits*, please e-mail ideas to beth.straeten@abc.virginia.gov.

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